

## **AXA COVER DIRECTIVE Flybe Liquidation 05/03/2020**

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### **Overview**

On 05/03/2020, Flybe ceased to operate.

Flybe, which operated regional services from airports across the United Kingdom, has entered administration.

All Flybe flights, and those operated by Stobart Air, are cancelled. Therefore, please do not go to the airport as your flight will not be operating. Flybe customers are therefore urged to make their own alternative travel arrangements via other airlines, rail or coach operators.

For flights operated by Flybe franchise partners (Eastern Airways, and Blue Islands) passengers should make contact with that airline to confirm their travel arrangements.

Flybe do not have ATOL protection for flight only bookings however If customers have booked a trip that includes flights and hotels with a travel firm that holds an ATOL (Air Travel Organiser's Licence) and received confirmation that you are ATOL protected, the travel firm is responsible for the flight arrangements and must either make alternative flights available for you so that your trip can continue or provide a full refund. If you are abroad, it should make arrangements to bring you home at the end of your trip. Contact the ATOL travel firm for more information.

### **The following cover may be available under the policy.**

- » If you have Scheduled Airline Failure Insurance (SAFI) or End Supplier Failure (ESF) cover included in your policy then cover may be provided under these sections of the policy
- » Please be aware that Travel Disruption Cover excludes claims as a result of insolvency of a transport provider.

**Please be aware that no claim will be considered until you have attempted to recover your costs from any providers and also your credit or debit card provider.**

### **FAQ's**

#### **Q- I am due to fly with Flybe, either on a trip or home, am I covered?**

A- CAA have advised that customers should not travel to the airport unless they have arranged an alternative flight with another airline.

If you have booked a package firm that holds ATOL certification you should speak with the travel firm who will assist in arranging an alternative.

If you have booked flight only you will need to arrange your own alternative flight, train or coach for your journey.

**Should you have any further questions, please contact us on 0203 137 7922.**